Reengineering Options Change History Log

Suggested Changes	Page	Author	Date	Change Made Y/N	Comment
Success - Paragraph 3: The best practices seminars did not occur	3	Dan Hayward	5/15/00	N	Agreed, this did not take place. The statement is part of the original scope document.
Other Team Members - Paragraph 1: "Not aware of any contact except Rosemary"	4	Dan Hayward	5/15/00	N	
Phases - Table 1-2 Broader Discussions - Point 1: Communication of best practices to SFA management and staff did not happen	6	Dan Hayward	5/15/00	N	See comment for page 3
Phases - Table 1-2 Broader Discussions - Point 2: There was not a meeting to review proposed options with Students	6	Dan Hayward	5/15/00	N	Winston Miller, a student intern, represented Students on the IPT
Project Oversight - Paragraph 1: The weekly status meetings with the Core Team did not occur	6	Dan Hayward	5/15/00	N	
SFA Best Practis/Lessons Learned Meeting ("Looking Back"): This was not the "Best Practices" meetings expected for industry business reps. It was simply Andersen Consulting giving its views of best practices	8	Dan Hayward	5/15/00	N	
Servicing Best Practices Meeting ("Looking Ahead") - Overview by Dan Hayward: "Don't remember this?"	9	Dan Hayward	5/15/00	Y	Changed to "Introduction"
DLSR IPT Participants - Core Team and Advisors: Names should be noted to explain that all of the Core Team and Rosemary Beavers attended at least one meeting	10	Dan Hayward	5/15/00	N	
Current Environment Assessment - Paragraph 1: The core team reviewed (not developed) the Current Environment Assessment. The document was developed independently by Andersen Consulting from numerous ED documents	11	Dan Hayward	5/15/00	N	
Direct Loan Program's System Cost and Volume Summary - Heading: The heading should read …Program's Budgeted System…	13	Dan Hayward	5/15/00	N	See next 2 comments
Direct Loan Program's System Cost and Volume Summary - Paragraph 1: The first sentence should read …Fiscal Year 1999 proposed budget and was provided…	13	Dan Hayward	5/15/00	Y	Changed to "Actual and/or Budget Amounts"
Direct Loan Program's System Cost and Volume Summary - Table 3-1 Title: Title should be Budget Summary Fiscal Year '99 not Cost Summary Fiscal Year '99	13	Dan Hayward	5/15/00	Y	Changed to "Budget/Actual" with further explanation
Direct Loan Program's System Cost and Volume Summary - Table 3-1: The row heading of Central Database should be Central Data.	13	Dan Hayward	5/15/00	Y	
Direct Loan Program's System Cost and Volume Summary - Paragraph 2: The sentence should read …summary listing budgeted cost summaries…	13	Dan Hayward	5/15/00	Y	Changed to "budget/actual"

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Direct Loan Program's System Cost and Volume Summary - Paragraph 3: The final sentence should conclude with …unit price, Actual expenditures for CDS and Loan Servicing were significantly lower than budgeted costs.	13	Dan Hayward	5/15/00	N	
Direct Loan Program's System Cost and Volume Summary - Table 3-1: The information in this chart needs to be footnoted. The footnote needs to address the costs as shown are not validated through the ABC costing model. The costs are best rough estimates as was requested and that the costs exclude the VDC and task orders.	13	Paul Stonner	5/18/00	N	The cost summary chart will be validated and redistributed, if necessary, to address any changes that need to be made to the information. The chart in this document represents the information provided in the Current Environment Assessment.
Direct Loan Servicing Reengineering Options - Paragraph 1: The second bullet point should read "reduce unit costs"	14	Dan Hayward	5/15/00	Y	
Direct Loan Servicing Reengineering Options - Paragraph 2: The sentence should read …improve ineffeciencies and reduce unit costs as are summarized…	14	Dan Hayward	5/15/00	Y	
Direct Loan Servicing Reengineering Options - Paragraph 3: The first sentence should read The Each options were was each examined for …	14	Dan Hayward	5/15/00	Y	
Retirement of the Central Data System - Net Benefit: Disagree with expected benefits	15	Dan Hayward	5/15/00	N	
Retirement of the Central Data System - Systems (Vendors) Affected: LOC (EDS) needs to be added to the list	15	Dan Hayward	5/15/00	Y	
Single System/Multiple Servicers - Net Benefit: Disagree with expected benefits, inadequate information	20	Dan Hayward	5/15/00	N	
Impact on the Modernization Principles - Improve Customer Satisfaction column: Retirement of the Central Data System, eServicing, and Streamline Servicing Processes should all be Medium Impact	21	Dan Hayward	5/15/00	Y	Changed CDS Retirement and Streamline Servicing to Medium